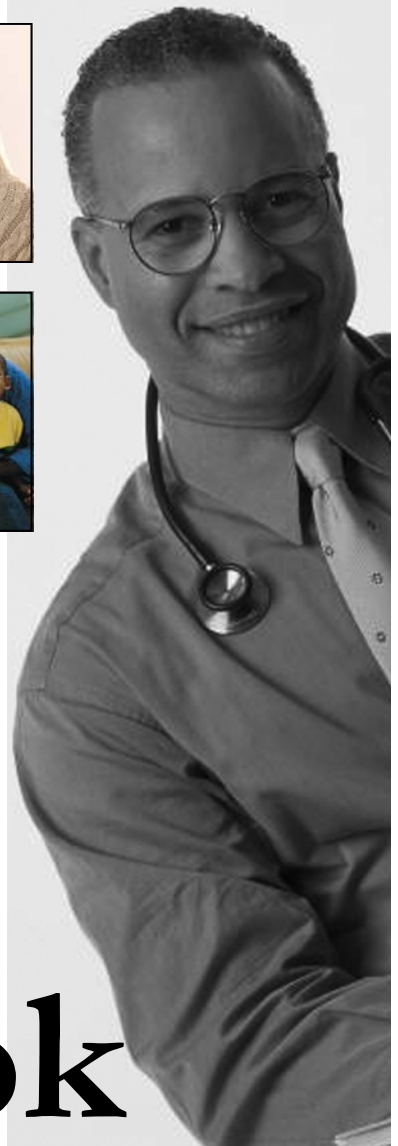
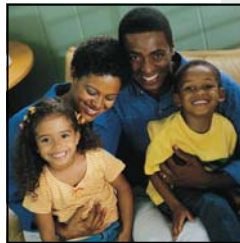




DUNHAM
US ARMY HEALTH CLINIC



Patient Handbook

www.carlisle.army.mil/dahc/dunhamhome.htm

IN CASE OF EMERGENCY

Dunham US Army Health Clinic DOES NOT have an emergency room and is not equipped to accept emergency patients. If an emergency occurs, you are urged to call 911 and ask for assistance. Patients presenting with a life, limb, or sight threatening emergency will be stabilized and transported to the nearest available emergency room.

Ambulance	911
Carlisle Borough Rescue Squad	911
Cumberland County Rescue Squad	911
West Shore/Harrisburg Rescue Squad	911
Carlisle Regional Medical Center Emergency Department	245-5500
Fire Department (Carlisle Barracks)	245-4419
Military Police (Routine Calls)	245-4115
Carlisle Regional Medical Center Switchboard	249-1212
American Red Cross; Carlisle	243-5211
Child Abuse Hotline	245-4357
Crisis Intervention; Carlisle	243-6005

FREQUENTLY USED CLINIC CONTACTS

*All numbers below are Pennsylvania Area Code (717)

Clinic Call Center	245-3400
Appointment Cancellation	245-3325
Medical Officer of the Day	245-4047
Primary Care Clinic	
Corridor A: Dr. Clark	245-4574
Corridor B: Dr. Reh, Mr. Jaques	245-4548
Corridor C: Dr. Thomas	245-4571
Corridor E: Dr. Pariser, Dr. Young, Dr. Dunkelberger	245-3187
Corridor F: Ms. Eshelman	245-3334
Corridor F: Dr. Gray, Mr. Bircher	245-3007
Physical Exams (Active Duty)	245-3723/4500
Social Work Services	245-4602
Dental Clinic	245-4542
Inclement Weather Hotline	245-3700
HealthNet Federal Services (TRICARE)	1-877-874-2273
Toll Free Clinic Information	1-877-787-2569

WELCOME

On behalf of the staff of the Dunham US Army Health Clinic, welcome to Carlisle Barracks and to our clinic.

The primary mission of the Dunham US Army Health Clinic is to provide family-oriented, outpatient health care services. In January 1989, the Dunham US Army Health Clinic was designated as a Family Medicine Center. Our providers have been trained to provide personal, professional, and comprehensive care to the entire family.

We also offer a variety of medical specialty care services in addition to Family Medicine. These services include pediatrics, gynecology, optometry, immunizations, physical therapy, podiatry, and wellness programs. Our patient care mission is well supported by an accredited laboratory, radiology complete with mammography, pharmacy, and a medical logistics branch.

The programs developed by the professionals on our staff are designed to maintain and restore your health. Our primary goal is to provide quality health care and service to you and your family. We would like very much to work in partnership with you.

The Army Medical Department has served with distinction at Carlisle Barracks since 1777. All of our staff at Dunham are proud to be a part of that long tradition of excellence and to serve your health care needs.

RONALD E. SMITH, MD
Colonel, US Army
Commanding

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PATIENT RIGHTS

QUALITY CARE: You have the right to quality care and treatment that are available and medically indicated, regardless of race, gender, national origin, or religion.

RESPECT AND DIGNITY: You have the right to considerate and respectful care, with recognition of your family's religious and cultural preferences.

PRIVACY AND CONFIDENTIALITY: You have the right to privacy and confidentiality concerning medical care. That includes expecting any discussion or consultation about your care to be conducted discreetly and privately. You have the right to expect that your medical record be read only by people involved in your treatment or the monitoring of its quality and by other individuals only when authorized by you or your legally authorized representative.

IDENTITY: You have the right to know the name and professional status of the individuals who provide your care and which practitioner is primarily responsible for your care.

INFORMATION: You have the right to understand tests, medications, procedures and treatments, their risks, their benefits, their costs and their alternatives prior to consenting to the test, medication, procedure or treatment. You have the right to complete and timely information regarding your illness and known prognosis (expected outcome and unanticipated outcomes). You have the right to see and obtain a copy of your medical record.

REFUSAL OF TREATMENT: You may refuse medical treatment within the extent permitted by law, and you have the right to be informed of the consequences of refusing that treatment.

PATIENT RESPONSIBILITIES

ADVANCE DIRECTIVES: You have the right to designate a representative to make health care decisions if you become unable to do so. You have the right to formulate an advance directive (living will and/or medical durable power of attorney) and to take part in ethical discussions pertinent to your care.

RESEARCH: You have the right to be advised of research associated with your care. You have the right to refuse to participate in any research projects.

SAFE ENVIRONMENT: You have the right to care and treatment in a safe environment and the right to protective services in cases of abuse.

CLINIC RULES AND REGULATIONS: You have the right to be informed of the facility's rules and regulations that relate to your conduct as a patient and how patient complaints are initiated, reviewed, and resolved.

PAIN MANAGEMENT: You have the right to the appropriate assessment and effective management of pain. You have the right to information about pain and pain relief measures.

MAINTAIN POSITIVE HEALTH PRACTICES: You have the responsibility to develop and maintain positive health practices: good nutrition, sleep and rest, exercise, positive relationships, and stress management.

PROVIDING INFORMATION: You have the responsibility to give your physicians and health care providers accurate and complete information about your illness, the presence of pain, medical history, and medications. You have the responsibility to communicate to your health care provider your understanding of your treatment and what is expected of you.

COMPLIANCE WITH MEDICAL CARE: You have the responsibility to follow your physician's and health care provider's recommendations to the best of your ability, to ask questions if you have problems or concerns, and to work out alternative plans. You are responsible for keeping appointments, filling prescriptions, following through on health care instructions, and adhering to the guidelines of the clinic.

SUPERVISION OF UNDERAGE CHILDREN: There are inherent dangers in leaving children under 8 years of age unsupervised in the waiting areas of the clinic, including injury to the child or other patients. You have the responsibility to arrange adequate child-care for your underage family members during your medical appointments.

RESPECT AND CONSIDERATION: You are responsible for treating our staff and other patients with respect and consideration.

SMOKING POLICY: You will refrain from smoking while in the facility or within 50 feet of the building.

MEDICAL RECORDS: All medical records documenting care provided by any military medical treatment facility (MTF) are the property of the US Government. All medical records are required to be maintained at a MTF.

REPORTING OF PATIENT COMPLAINTS: You are responsible for helping the Command provide the best possible care to all beneficiaries. You should report any recommendations, questions, or complaints to the designated patient representative.

FINANCIAL OBLIGATION: You are responsible for ensuring that the cost of your health care is promptly paid.

MAKING CHOICES: You have the responsibility to make choices in your own best interest based on a clear understanding of your medical care, its costs, risks, and alternatives. You have the responsibility to ask for information on your illness, work with your health care provider to develop a treatment/pain management plan, to learn what you can, and to do what you can to help maintain the best health possible.

PATIENT SAFETY: “Speak Up” to improve the quality of your health care.

Speak up if you have questions or concerns.

Pay attention to the care you are receiving.

Educate yourself about your diagnosis, medical test, and treatment plan.

Ask a family member or friend to be your advocate.

Know what medications you take and why you take them.

Use a health care organization that is certified by JCAHO.

Participate in all decisions about your treatment.

HISTORY OF THE DUNHAM US ARMY CLINIC

Dunham, then known as US General Hospital 31, was organized on 3 August 1918 under its first Commander, MAJ A. C. Beckmeyer. It was housed in the buildings formerly used by the Indian School. In 1920 the Medical Field Service School was established. From 1921 to 1946 the School graduated some 30,000 medical officers and corpsmen trained in field operations. On 6 December 1961 the hospital was designated the Dunham US Army Hospital in honor of MG George C. Dunham and moved into a newly constructed 25-bed modern facility. The hospital was redesignated as Dunham US Army Health Clinic and converted to a primary care facility in 1976. Major renovations have included redesign of the Radiology Section in 1998, and Lab refurbishment and an addition to the Outpatient Clinic in 1994. A three-phase construction/renovation project began in the Fall of 1999 and was completed in the Fall of 2002.



CLINIC MISSION & VISION STATEMENTS

Mission

The Fort Meade MEDDAC is a Regional Healthcare System committed to Warrior Readiness, Surety and the Enhancement of the health of the military family.

Vision

- ◆ Leader in Readiness
- ◆ Choice for Quality Healthcare
- ◆ Unparalleled Customer Service
- ◆ Excellence Through Teamwork

DIRECTIONS TO DUNHAM

The Dunham US Army Health Clinic is located at 450 Gibner Road on Carlisle Barracks in Carlisle, Pennsylvania. Carlisle Barracks is approximately 18 miles west of Harrisburg, Pennsylvania and 27 miles north of Gettysburg, Pennsylvania. It is about 2 miles west of the Carlisle interchange of the PA Turnpike/Interstate 76 and Interstate 81.

****REMINDER**** When traveling to Carlisle Barracks, please allow time for security checks during which you will need photo identification for everyone in the car, as well as vehicle registration and proof of vehicle insurance.

When traveling from I-81 or I-76

- Take US Route 11 South.
- From the Turnpike interchange, travel 1.2 miles, turn left at the Carlisle Barracks road sign onto Harmony Hall Drive (2nd stoplight).
- Turn right at the Carlisle Barracks road sign onto Claremont Road
- Travel approximately 1 mile to Carlisle Barracks Security Checkpoint on the left. Once through the Security Checkpoint:
- First left onto Sumner Road
- First left onto Forbes Avenue
- Go straight past the Fire Station (on left)
- Dunham Health Clinic is located on the left, 450 Gibner Road. Patient parking is located on the west side of the clinic

From Philadelphia and Points East

- I-76 (PA Turnpike) to exit 226 (Carlisle)
- South on Route 11 toward Carlisle - 1.2 miles, turn left at the Carlisle Barracks road sign onto Harmony Hall Drive (2nd stoplight).
- Turn right at the Carlisle Barracks road sign onto Claremont Road
- Travel approximately 1 mile to Carlisle Barracks Security Checkpoint on the left. Once through the Security Checkpoint:
- First left onto Sumner Road
- First left onto Forbes Avenue
- Go straight past the Fire Station (on left)
- Dunham Health Clinic is located on the left, 450 Gibner Road. Patient parking is located on the west side of the clinic

From Baltimore

- Route 70 to Route 15 North:
- Pass Gettysburg. At Dillsburg, turn left onto Route 74 NW (York Road) into Carlisle
- In Carlisle, at Y intersection, turn left onto 641 for one block
- Right onto Spring Garden Street (at Taco Bell) for two blocks
- Right onto North Street, over railroad tracks, and turn right at Carlisle Barracks sign into Security Checkpoint area. Once through the Security Checkpoint:
- First left onto Sumner Road
- First left onto Forbes Avenue
- Go straight past the Fire Station (on left)
- Dunham Health Clinic is located on the left, 450 Gibner Road. Patient parking is located on the west side of the clinic

From Washington, DC

- Route 270 to Route 15 North
- Pass Gettysburg. At Dillsburg, turn left onto Route 74 NW (York Road) into Carlisle
- In Carlisle, at Y intersection, turn left onto 641 for one block
- Right onto Spring Garden Street (at Taco Bell) for two blocks
- Right onto North Street, over railroad tracks, and turn right at Carlisle Barracks sign into Security Checkpoint area. Once through the Security Checkpoint:
- First left onto Sumner Road
- First left onto Forbes Avenue
- Go straight past the Fire Station (on left)
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ELIGIBILITY

Eligibility for health care is checked through the Defense Enrollment Eligibility Reporting System (DEERS). All sponsors should ensure that their family members are enrolled in DEERS. Initial registration and any necessary updating of information such as change of address, phone number, or duty station, should be done at the Carlisle Barracks Military Personnel Office, Anne Ely Hall, 1st floor, 46 Ashburn Dr. Sponsors and family members who may have questions regarding their benefits or DEERS enrollment can contact the DEERS Beneficiary Telephone Center from 0800—2000, Monday through Friday, 1-800-538-9552.

A valid Uniformed Services Identification and Privilege Card is issued by DoD to verify eligibility for care at military medical facilities worldwide. You will be asked to present this card (DD Form 2A or DD Form 1173) when you visit any DoD patient care facility or pharmacy. Children under 10 years old are treated without an ID card. The parent's ID card is sufficient evidence of their eligibility. If you do not bring your ID card on the day of your appointment or visit, please go to the Outpatient Records Desk to determine if you are eligible to receive care.

YOUR MEDICAL TEAM

A team of military and civilian professionals stands ready to coordinate your health care needs. Additional consultations with military and civilian health care providers and services are available in the local community and throughout the military health care system. Our provider staff includes board-certified family practitioners, general medical officers, a pediatrician, GYN nurse practitioner, family nurse practitioner, and physician assistants. Augmenting the providers, military and civilian registered nurses, licensed practical nurses, nursing assistants and military medical personnel work together to meet your health care needs. Other members of the health care team include the medical clerks who handle the clerical duties; the logistical technicians who procure and stock medical supplies; and housekeepers who clean the clinic areas. If a staff person cannot answer your question or assist you, he/she will refer you to the appropriate person or office.

PATIENT APPOINTMENTS

CLINIC SERVICES

HOURS:

0700—1700 Monday—Thursday

0700—1615 Friday

Closed 1530—1630 2d and 4th Thursday

APPOINTMENT NECESSARY? Yes, call 245-3400
or Toll Free 1-877-787-2569

Telephones for patient use are located in the central corridor.

TO CANCEL: 245-3325

ONLINE: www.tricareonline.com

The Managed Care Program provides outpatient medical and optometry appointment services. When scheduling an appointment, please have the following information available when you call: patient's name, date of birth, nature of problem, sponsor's social security number, and a daytime phone number where you can be reached. Should you need to cancel a scheduled appointment, you can call the 24-hour cancellation line at 245-3325. Please leave a message which includes your name, date and time of appointment, and the name of the provider you were scheduled to see. To assist us with rescheduling, we ask that you cancel your appointment at least 24 hours in advance. The peak hours for the phone lines are 0700—0930 and 1230—1330. If you are scheduling a routine, follow-up, or specialty appointment, it is best to call outside of these times.

PRIORITY FOR
SCHEDULE
APPOINTING IN
MTF

- Active duty personnel
- Active duty family members enrolled in TRICARE Prime
- Retirees and their family members and survivors enrolled in TRICARE Prime/Plus
- Active duty family members NOT enrolled in TRICARE Prime
- Retirees and their family members and survivors NOT enrolled in TRICARE Prime/Plus, to include TRICARE For Life members not enrolled in TRICARE Plus.

Non-enrolled persons eligible for military health care may be seen at military hospitals and clinics on a space-available basis

ACTIVE DUTY
ACUTE (SICK CALL)
APPOINTMENTS

Service members may call for an appointment (245-3400 or by dialing 106 from any Carlisle Barracks office phone). The Clinic preferentially schedules patients the day that they call. Students requiring appointments may call after 1500 the day before or starting at 0700 the day the appointment is needed. Accommodations will be made to book the appointment around the academic schedule if possible.

ACCESS STANDARDS

PRIME/PLUS ENROLLEES:

Wellness Appointments Within 30 days

The Clinic preferentially schedules patients for appointments for the day that they call (same day access). This is part of the Army Surgeon General's initiative to better serve patients. This initiative is directed towards performing "Today's work today". Priority scheduling will be with one's Primary Care Manager. Advanced appointments can be scheduled, but will be less available. (Allowed advanced appointments include wellness visits for pap smears/optometry, procedures, physicals, specific follow-ups.) Appointments will be available in military clinics at both Carlisle (Dunham) and Harrisburg (DDC/New Cumberland). Appointments can also be scheduled both by phone and online. Further information can be obtained through our Patient Representative at 245-3911.

NON-ENROLLED BENEFICIARIES: Access standards do not apply.

ACUTE APPOINTMENTS: Can be booked 2 hours in advance. If there are no available acute appointments within 2 hours, the patient may call back and check for an available appointment later in the day.

OPTOMETRY: May be scheduled on a space available basis, can be booked 2 hours in advance. If there are no available optometry appointments within 2 hours, the patient may call back and check for an available appointment later in the day.

GYN: May be scheduled on a space available basis. Call for an appointment.

ONLINE APPOINTING AT DUNHAM

TAKE COMMAND OF YOUR HEALTH CARE

www.tricareonline.com

Forget to call and make an appointment for a follow up or wake up in the middle of the night with a sinus headache? Hoping to remember to call later or waiting for the clinic appointment line to open to make those appointments? Wait no more! TRICARE Prime and T-Plus patients now have the access to make their own appointments and avoid the long waiting times and frustrations of dealing with the telephone appointment system. TRICARE Online (TOL) allows beneficiaries to schedule routine, follow up, and acute appointments. Appointments scheduled using TOL can also be cancelled using the system.

The main objective of TRICARE Online Appointing is to improve healthcare services and benefits to our patients through the use of the internet. TRICARE online interfaces with the Composite Health Care System (CHCS) and the Defense Enrollment Eligibility Reporting System (DEERS) to determine eligibility. Open Access and follow-up appointments are offered for booking. TRICARE Online pulls appointments directly from CHCS. It does not reduce the number of appointments available via central telephone appointments, but simultaneously offers another method for beneficiaries to access those same appointments.

In order to take advantage of TOL each beneficiary must register and create an account using unique identity information. This information is validated by DEERS to ensure that the user is eligible for care. Each family member is required to have their own personal username and password. You will be prompted to change passwords every 90 days for each user. The types of appointments offered to patients is based on their choice of the “reason for visit” in a dropdown box.

Open Access (OPAC) appointments will be designated for patients who require an office visit with the Primary Care Manager (PCM) for a new or urgent health care problem. The established appointments will be pulled up for patients requesting a follow-up appointment with the PCM.

When the beneficiary logs onto the system, the user will be able to initiate a search for available appointment slots based on the TOL “Visit Reason” selected from the dropdown box of predefined reasons. User selects the urgent care “Visit Reason” code to use for booking OPAC appointments. The OPAC appointments become available after midnight on the day the appointment is needed. A list of available slots will be displayed for the patient to make a selection. Once the user has selected an appointment the request is transmitted to CHCS. A confirmation is displayed for users informing them that their appointment is made. A confirmation message can be printed as a reminder of the appointment. Users may view their current web-booked appointments and cancel one or more of them by clicking the ‘Cancel this appointment’ link that appears under each appointment. A confirmation message will also appear when the appointment has been successfully cancelled in CHCS.

TRICARE Online also has more than 18 million pages of health and wellness information and disease management tools for military beneficiaries. Beneficiaries are able to access the Military Treatment Facility (MTF) clinic and provider web pages, create a personal health journal, and access RX checker for potential medication side effects and interactions.

PHARMACY SERVICES

HOURS:

0830—1630 Monday

0730—1930 Tuesday

0730—1630 Wednesday—Friday

(Closed weekends and Holidays.)

BUSIEST TIMES:

1000—1400 Tuesday—Friday

(Please allow extra time for prescription pick up between these hours.)

PHONE: 245-3400 (option 3)

Patients are always encouraged to phone (717) 245-3400 (option #1 for touch tone, option #3, then #2) before driving long distances to ensure the Pharmacy is open and the prescription is ready for pick up.

Patients are encouraged to phone (717) 245-3700 for closure/delays due to severe weather.

MANDATORY ID CHECKS: Patients must have their ID card for Pharmacy services. A MEDDAC Form 757, Authorization to Release Medications to Third Parties, signed by the patient with an expiration date indicated, is necessary to pick up another person's prescription. The MEDDAC Form 757 is available at the pharmacy and can be found on our Web site: www.carlisle.army.mil/dahc/dunhamhome.htm

MEDICATION LIST (FORMULARY): Formulary is available on the Web site: www.carlisle.army.mil/dahc/dunhamhome.htm. Copies of the Formulary are available at the Pharmacy.

REFILLS: Mandatory call in refills: It takes 2 business days to process your refills, please plan accordingly. Refills may be phoned to 1-800-248-6337 (24 hours a day).

Patients may request refills online via: www.carlisle.army.mil/dahc/services/pharmacy.htm or via the Walter Reed Web site: www.wramc.amedd.army.mil. Refill requests may be dropped off at the Pharmacy (ready in 2 business days). Please allow 10 business days for refill requests mailed to the Pharmacy.

Refills not picked up within 14 business days will be returned to stock. Patients may request refills after their current prescription is 75 percent consumed. Same day refill service is only provided for active duty.

NEW PRESCRIPTIONS:

- Patients should not mail new prescriptions to the Dunham Pharmacy, but physically bring prescriptions to the pharmacy and they will be filled at that time.
- Civilian physicians/providers must hand sign the prescription in ink. Hand stamps or electronic signatures are not honored at MTFs.
- Instructions to patients that state “Use as directed” are not acceptable for patient safety reasons.
- Prescriptions will be filled as written up to a 90 day supply.
- Faxed and phoned in prescriptions are not accepted.

TRICARE MAIL ORDER PHARMACY: Detailed “Beneficiary Guide” booklets with enrollment forms attached are available at all military pharmacies. Information is also available by calling (toll free) 1-866-363-8667 (866.DOD.TMOP) or on the Internet at www.express-scripts.com. The TMOP contractor is Express Scripts, Inc. The TMOP formulary, Prior Authorization forms and other information are also available at www.pec.ha.osd.mil/TMOP/TMOPhome.htm. The prescription is \$3.00 generic/\$9.00 brand name (higher co-pays may apply to some medications) for up to **90 day supply** (30 days for controlled substances), with additional refills as authorized by the provider. Military providers may also write prescriptions to be

submitted to TMOP (must have their own DEA number for controlled substances). Medications are mailed directly to the address specified by the patient and include APO and FPO addresses world-wide. Allow up to 14 days for processing.

RETAIL PHARMACY NETWORK: Nearly all pharmacies in the area are participating TRICARE network pharmacies. Co-pay \$3.00 for generic/\$9.00 brand for up to 30-day supply (higher co-pay and deductible apply at non-participating pharmacies). Valid patient military ID card is required.

FAMILY MEDICINE CLINIC

HOURS:

0730—1630 Monday, Wednesday, Thursday
0800—1800 Tuesday (Family Medicine)
0800—1930 Tuesday (Pediatrics)
0800—1630 Friday

CLOSED:

1200—1300 Monday—Thursday
1130—1300 Friday
Closed weekends and Holidays

APPOINTMENT NECESSARY? Yes, call 245-3400 or Toll Free 1-877-787-2569. There are no walk-in appointments available.

Our patients are empanelled to one of our many primary care providers. The Clinic preferentially schedules patients for appointments for the day that they call (same day access). Priority scheduling will be with one's Primary Care Manager (PCM). If your PCM is not available on the day of the call, another provider will be offered to provide services that day.

Appointments can be made by calling 245-3400 starting at 0700 each day. Patients need to report to the clinic 20 minutes prior to their appointment for screening.

ALLERGY &
IMMUNIZATION
CLINIC

Patients wishing to discuss a medical matter with their provider may call the Clinic and leave a message for the provider and/or discuss the situation with a nurse. You may have your blood pressure checked at any time the Clinic is open. A blood pressure machine is available in the Clinic atrium for your convenience. No appointment is necessary for these checks.

HOURS:

0800—1600 Monday—Friday
Closed 1200—1300 daily

PHONE: 245-3608

LOCATION: Corridor A

APPOINTMENT NECESSARY? No. Walk-in appointments only.

A provider's order is necessary for anyone other than active duty personnel (PPD is an exception). All children must be seen by a health care provider prior to receiving immunizations. Certain immunizations are given on specific days of the month; i.e., meningitis and yellow fever. Flu shots are available during the fall season, with special times and days announced annually to facilitate this program. Personnel relocating to another installation or assignment should check with the Allergy and Immunization Clinic to determine if special requirements apply for their next duty station. If you have questions about immunizations, please call the Clinic directly.

LABORATORY

HOURS:

0800—1630 Monday

0730—1630 Tuesday– Friday

CLOSED:

Closed weekends and Holidays

PHONE: 245-3824

LOCATION: Adjacent to the Atrium

APPOINTMENT NECESSARY? None needed.

Patients are seen on a walk-in basis. Must have orders in the computer from their healthcare provider or a script from an outside provider who is currently licensed to practice in PA. Reports are faxed to outside doctors, a current fax number must be provided.

Many tests require that the patient be in a “fasting-state” (no food or drink for 12 hours beforehand); the ordering provider should inform patient if this requirement is necessary.

Some tests must be performed within a short period after being collected and, therefore, will not be drawn if there is not sufficient time left in the working day; two examples: PT/INR not past 1600.

We ship more complex tests to Walter Reed and/or a reference lab. Results for these tests are usually back within 7—10 days.

The lab does NOT give out results to patients; you must talk to your provider for that information.

RADIOLOGICAL SERVICES

HOURS:

0730—1630 Monday—Friday

PHONE: 245-3143

LOCATION: Adjacent to the Atrium

APPOINTMENT NECESSARY? No, but an x-ray request from your provider is required.

The Radiology Section provides diagnostic, routine services for x-ray requests from Primary Care Managers. Dunham does not have an assigned radiologist. A local network provider and radiology contractor conduct special procedures and interpretation of the films, respectively.

Some appointments for specialty procedures are scheduled through the radiology receptionist. Mammography services are available at Dunham by obtaining a referral from a Primary Care Manager. Appointments for mammograms are scheduled by calling the Patient Appointment Service at 245-3400. You must have a breast exam before your mammography.

SCHOOL PHYSICALS

Prior to the beginning of each school year, there are designated blocks of appointments set aside to provide your children with school physicals. If you have any questions or need to schedule a school physical, please contact Patient Appointments at 245-3400 for assistance.

BEHAVIORAL
HEALTH & SOCIAL
WORK SERVICES

HOURS:

0730—1630 Monday– Friday

PHONE: 245-4602

LOCATION: Room 800, Behavioral Health Suite

APPOINTMENT NECESSARY? Yes, call 245-4602 to schedule

A variety of clinical counseling services are available for active duty personnel, family members of active duty, and other TRICARE Prime enrollees. Various therapeutic interventions are used to include cognitive behavioral therapy, interpersonal insight, oriented therapy, play therapy, marital therapy and others jointly agreed upon between therapist and patients.

All services are provided by licensed (Masters level and Doctorate level) Clinical Social Workers, Counselors, and Psychologists. Psychiatric consultation and medication management are available for appropriate patients through the use of telemedicine with Walter Reed Army Medical Center. Comprehensive evaluations are completed to accurately assess a situation or problem and to assist the patient and/or Primary Care Manager in identifying appropriate services.

All of these services are designed to help resolve personal and interpersonal conflicts and to deal with stresses that interfere with a person's functioning and well-being. Referrals of patients to appropriate military or civilian resources are coordinated as needed or when services are unavailable through this office.

ARMY FAMILY
ADVOCACY
PROGRAM

HOURS:

0730—1630 Monday—Friday

PHONE: 245-4602

LOCATION: Room 800, Behavioral Health Suite

APPOINTMENT NECESSARY? Yes, call 245-4602

Specialized treatment services are also provided through the Army Family Advocacy Program to address child and spouse abuse, including families who are at risk of violence. Individualized prevention programs are developed. Referrals are made into community programs when appropriate.

ARMY SUBSTANCE
ABUSE PROGRAM
(ASAP)

HOURS:

0700—1600 Monday—Friday

PHONE: 245-3258

LOCATION: Room 822, Behavioral Health Suite

APPOINTMENT NECESSARY? Yes; however, walk-ins are seen if the clinical director is available.

ASAP provides screening, assessment and treatment for alcohol and drug abuse. This program is designed to help individuals abstain from the use of alcohol and other drugs and develop and maintain a sober lifestyle. Treatment is individualized to meet each patient's specific needs and is provided on an outpatient basis via individual and/or group counseling. A physician provides medical oversight for the program and consultation for patients with medical issues related to alcohol and other drug use. The program coordinates referrals for more intensive treatment to a residential or inpatient

program as needed, and offers aftercare upon return. A family program for those affected by someone else's alcohol or drug abuse is available. Couples and family counseling related to alcohol and other drug abuse can be provided. ASAP is a command program whose mission is to help ensure the combat readiness of Soldiers and strengthen the overall fitness and effectiveness of the Army's total workforce. Priority is given to active duty personnel. Services are offered on a space available basis to Department of the Army civilian employees as well as active duty and retiree family members age 18 and over. Confidentiality for patients is maintained in accordance with Federal and Army regulations.

DENTAL CLINIC

HOURS:

0730—1615 Monday—Friday

Closed 1200—1300 daily

Sick call hours: 0730—0900

PHONE: 245-4542

LOCATION: Bldg. 450, adjacent to Health Clinic

APPOINTMENT NECESSARY? Yes, for routine treatment; no appointment required for emergency treatment.

The Dental Clinic provides general dental services to authorized active duty personnel. Patients with emergency cases such as pain, swelling, or bleeding will be seen in the Dental Clinic on a walk-in basis during sick call hours.

**OPTOMETRY
CLINIC****HOURS:**

0730—1630 Monday—Friday
Closed 1200—1300 daily

PHONE: 245-3056

LOCATION: Central Corridor, Room 600

APPOINTMENT NECESSARY? Yes, call 245-3400

EYE EXAMINATIONS: Provided on an appointment basis for active duty personnel and TRICARE Prime enrollees. Optometry appointments for non-enrolled beneficiaries can be booked 2 hours in advance, on a space available basis. If there are no available optometry appointments within 2 hours, the patient may call back and check for an available appointment later in the day. Children 5 years of age and above may be scheduled for a routine optometry exam; those below age 5 require an appointment with their pediatrician, who will determine the appropriate referral route for vision care. Eye examinations include a complete assessment of the health of the visual system and determination of spectacle prescription. Vision testing for driver's license renewal forms requires a routine eye examination appointment.

CONTACT LENS: Services are limited to prescription updates for patients who currently successfully wear contact lenses, who have the lenses for assessment of proper fit, and who have contact lens prescription information to identify all necessary lens parameters. Initial fits and contact lens insertion and removal training are not offered at this clinic.

MILITARY SPECTACLES: Fitted, ordered, adjusted, and repaired for active duty and retired service members. Retired service members having a current spectacle prescription (less than 1 year old) from a civilian eye doctor may order military spectacles by bringing

this prescription to the Optometry Clinic during normal operating hours. Referrals are not required.

VISION READINESS SCREENING: All US Army soldiers are required to complete an annual vision readiness screening. This screening is available on a walk-in basis during normal clinic hours. Soldiers are required to bring all current military eyewear (glasses and protective mask inserts) to the screening. This is not a comprehensive eye exam and those determined to have deficient vision and spectacles are required to schedule a routine appointment.

REFRACTIVE SURGERY PROGRAM: For information go to the Walter Reed Army Medical Center Web site at www.wramc.army.mil under the Patient Services column click on Clinical Departments, then Surgery - Ophthalmology Refractive Eye Center. This site will explain all current policies and procedures concerning US Army Refractive Surgery. Those active duty soldiers interested in requesting refractive surgery must schedule a routine appointment with Dunham Optometry. All necessary forms will be furnished and completed during the appointment.

OCCUPATIONAL HEALTH

HOURS:

0730—1630 Monday—Friday
Closed 1200—1300 daily

PHONE: 245-3410

LOCATION: Corridor D

APPOINTMENT NECESSARY? Yes, call 245-3410 for routine appointments.

For acute job-related injury/illness, no appointment is necessary, however a phone call in advance with a brief description of the event is appreciated if time allows.

Occupational Health (OH) provides and manages programs designed to reduce or eliminate preventable injuries and potential health hazards in the work place, promote good health and wellness with emphasis on prevention and provide for proper medical care for job-related injuries or illnesses to eligible Military and Federal Department of Army (DA) civilian employees.

All eligible Military and Federal DA civilian employees are required to process initially through OH for appropriate job-related medical surveillance and periodically if indicated by OSHA law, Army regulation and prudent occupational health medical practice.

Appropriate vaccinations are offered based on job hazards or if required for official foreign travel as recommended by current guidelines from the Centers for Disease Control (CDC) and Army regulations.

Medical treatment for a job-related injury or illness may be provided at Dunham U.S. Army Health Clinic by a Provider within their scope of practice or by a civilian Physician or medical treatment facility of employee's choice. Treatment for non-job-related injuries or illnesses is not authorized for civilians.

Civilian employees of U.S. Government contractors are not eligible for routine OH services as those are the responsibility of their employer, except for initial evaluations from a blood-borne pathogen exposure. All patients who present with conditions that are a threat to life, limb, or eyesight will be appropriately assessed and stabilized regardless of patient beneficiary status.

PHYSICAL EXAM
SECTION

Active Duty Personnel ONLY

HOURS:

0730—1430 Monday—Friday

PHONE: 245-4500/3723

LOCATION: Adjacent to the Atrium, Room 200

APPOINTMENT NECESSARY? Yes, call
245-3723/4500

The Physical Examination Section provides routine periodic (IAW AR 40-501) physical examinations, pre- and post-deployment health assessments, and PHAs for active duty, AGR, and other eligible military personnel. All physicals are scheduled through the Physical Examination Section.

Individuals who are retiring should call and schedule their retirement physical at least 6 months in advance of their final out processing to allow time for any further evaluations that may be necessary.

US Army War College students are asked to please consult the Dunham Web site for updated information.

TRICARE SERVICE
CENTER

PATIENT SUPPORT SERVICES

HOURS:

0730—1630 Monday—Friday

PHONE: 1-877-TRICARE (1-877-874-2273)

LOCATION: Central Corridor, Patient Service Center,
Room 500

APPOINTMENT NECESSARY? No, walk-in basis

TRICARE was implemented in this region (the Northeast United States) in June 1998. Congress mandates that under TRICARE, eligible beneficiaries have the choice to enroll into TRICARE Prime which guarantees access to all of the Clinic's services and reduces the cost of care at civilian medical facilities. Enrollment into TRICARE Prime is free for active duty service members and their families. If you are coming from another region or just have general questions regarding the program, please stop by the TRICARE Service Center.

HEALTH BENEFITS ADVISORS

HOURS:

0730—1630 Monday—Friday

PHONE: 245-4112

LOCATION: Central Corridor, Patient Service Center,
Room 500

APPOINTMENT NECESSARY? No, walk-in basis

Health Benefits Advisors are available to help you navigate the TRICARE system. If you are unsure what TRICARE program would be best for you and your family, they can explain the benefits of each plan and help you select one to best suit your needs. Additionally, if you have received debt collection notification on TRICARE related medical bills they can assist you in resolving those issues as well. You may reach our Health Benefits Advisors by visiting the TRICARE Service Center or by calling the Health Benefits line at (717) 245-4112.

PRIVACY OFFICER

HOURS:

0730—1600 Monday—Friday

PHONE: 245-3911

LOCATION: Central Corridor, Room 501

APPOINTMENT NECESSARY? No

The privacy officer coordinates all activities with privacy implications. The privacy officer advocates and protects patient privacy by serving as a key privacy advisor for patients and staff, handling disputes, and managing patient requests regarding Protected Health Information.

If you believe your privacy rights have been violated, you may submit a written complaint to our privacy officer or with the Secretary of the Department of Health and Human Services (HHS) by going to the HHS Web site and follow the complaint and inquiry process at www.hhs.gov/ocr/disform.html.

PATIENT REPRESENTATIVE

HOURS:

0730—1600 Monday—Friday

PHONE: 245-3911

LOCATION: Central Corridor, Room 501

APPOINTMENT NECESSARY? No, walk-in basis

The representative's primary role is to act as liaison between patients and the Clinic staff. The patient representative is available to assist patients and their families in obtaining additional information or solutions to problems, needs, or concerns. If you have a recommendation or suggestion that will help improve the Clinic, please contact the patient representative or complete a comment form and place it in one of the suggestion boxes located throughout the Clinic.

FOR THE HANDICAPPED

Special parking is available in the Clinic parking lot. Patients in need of wheelchair assistance should call 245-3400 prior to their arrival. Handicapped rest rooms are available.

EXCEPTIONAL FAMILY MEMBER PROGRAM

HOURS:

1230—1630 Tuesday

PHONE: 245-3825

LOCATION: Corridor A

APPOINTMENT NECESSARY? Yes, call 245-3400 or Toll Free 1-877-787-2569

The Exceptional Family Member Program (EFMP) is a program designed to assist active duty personnel and their families with exceptional family members who have special physical, emotional, developmental, or

intellectual needs. As of 5 June 1990, enrollment in EFMP is mandatory for all soldiers who have family members with chronic medical or educational needs. This benefits the entire family by allowing accurate assessments of career and family needs during assignment decisions. All sponsors enrolled in EFMP are still subject to worldwide assignments. EFMP works with other military and civilian agencies to provide comprehensive and coordinated community support, educational, housing, personnel, and medical services to families with special needs. This office will assist Soldiers and their families in obtaining appointments with the appropriate health care providers and ensure completion of the enrollment process. If there are dual military families, both soldiers must enroll. Enrollment is based upon medical and educational requirements of family members of active duty military personnel. Enrollment updates are required every 3 years or if the condition changes.

SUPERVISION OF CHILDREN

Children must be supervised at all times by an adult. Parents may not leave children unattended during their appointment. Bring only the child with the appointment to the Clinic. Maximum use of the Child Development Center is encouraged as safety concerns of your child and other patients may lead to your appointment being rescheduled.

HOURS:

0630—1730 Monday—Friday

PHONE: 245-3701

LOCATION: Child Development Center (Bldg. 455)

Carlisle Barracks operates a day care center staffed with trained attendants to care for children between the ages of 6 weeks and 5 years. The center is open Monday through Friday. A fee is charged based on a sliding scale according to rank and number of children. All children must be registered with the day care center prior to using it.

THIRD PARTY
COLLECTIONS
PROGRAM

HOURS:

0730—1600 Monday—Friday

PHONE: 245-4513/3401/3431

LOCATION: Central Corridor, Room 510

APPOINTMENT NECESSARY? No, walk-in basis

The Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA) established the Third Party Collection Program. Under this program Military Medical Treatment Facilities are authorized and obligated to bill your private health insurance company policy. This program does not include active duty members who are covered under private insurance plans. Dunham US Army Health Clinic must comply with this law, and we need your help to make this program successful. Under the law, we are required to determine if the Government's cost of your care can be recovered from companies providing group and individual health insurance. All non-active duty patients receiving services are required to complete a DD Form 2569, Third Party Collection Program—Record of Other Health Insurance. This form must be completed yearly for each family member whether they have other health insurance or not. The information on this form is verified with insurance carriers and this enables the Clinic to submit a claim to your insurance. Money collected from your insurance company for your health care is used for enhancement of patient care services and to purchase items to help improve our community's medical services.

Most insurance plans have deductibles that must be met before the plan starts to pay. When we file claims, the amount billed will be applied toward the patient's deductible. Therefore, if the patient visits us a few times and the deductible is met, they will have less out-of-

pocket expenditures should they have to visit a civilian health care provider or facility. They will actually spend less money out of pocket.

The obligation to pay medical care costs applies only to the insurance carrier. **You will not be sent a bill for amounts not covered by the carrier.** Dunham US Army Health Clinic is entitled to obtain the same benefits for its health care services as any other medical care provider would receive. Your insurance company will pay benefits directly to us, and **you will not be billed for uncollected charges.** The billing of your health insurance company will not affect your premiums or coverage provided under the insurance plan.

Outpatient Itemized Billing was implemented at every Military Treatment Facility in 2002. This methodology parallels the industry standards used by civilian providers and hospitals. The charges reflect the actual care and procedures received during an outpatient encounter and the cost of prescription medication dispensed here.

In most cases, Dunham US Army Health Clinic is no different than other health care providers who need insurance information. Please have your health insurance identification card with you every time you come to the Clinic.

PAIN MANAGEMENT

All patients have the right to appropriate assessment and management of pain. Therefore, the relief of any pain and suffering is integral to the mission of Dunham US Army Health Clinic. The goal of pain management is to relieve the physical and psychosocial symptoms associated with pain while maintaining the patient's level of function, promoting optimal recovery and healing. To this end, the Command has made the relief of pain a priority for the organization. Please speak to your Primary Care Manager for more information about pain management.

OUTPATIENT MEDICAL RECORDS

HOURS:

0720—1615 Monday—Friday

Closed 1330—1430 1st Friday of each month

PHONE: 245-4579/3346

LOCATION: Atrium

APPOINTMENT NECESSARY? No

The Medical Records Section is responsible for maintaining, tracking, and safeguarding all records for patients using Dunham as their primary care facility. Personnel assigned to the section ensure that every medical record is maintained in order as prescribed by regulation and is readily available for the health care provider. The medical record is the property of the US Government and must be maintained by the military treatment facility from which you receive your primary care. In 2004 medical facility commanders were directed to implement changes to ensure the ability to retrieve documentation of care provided to every patient. To comply with this directive, we “closed” the medical record system effective 1 April 2004. Patients are no longer permitted to sign out their personal medical record or the records of any of their family members. All patients may request copies of their records, but the original record will remain within the clinic and will be mailed to your next duty station upon receipt of permanent change of station orders.

Copies of laboratory results, radiology results, or other pertinent medical information will be provided to patients upon request, but we will need a 7-10 day notice to ensure the information is copied in time for each patient. In addition, we will maintain the capability to fax pertinent information to referring providers and other medical treatment facilities as required. Those requesting to pick up medical information for beneficiaries over

the age of 18, married and/or pregnant, or high school graduates will be required to present a completed DD Form 2870, Authorization for Disclosure of Medical or Dental Information. This form can be obtained at the Medical Records Section or clinic's Information Desk. This is to ensure we maintain compliance with the requirements set forth under the Health Information Portability and Accountability Act.

This is a significant change in culture and the way the Army Medical Department has done business in the past, but converting to a "closed" medical record system will facilitate tighter control of patient confidential information. It requires your understanding and the foresight to request copies of medical information well in advance of needing them. As we continually implement newer technologies and complete the transition to the electronic medical record, there will be fewer and fewer reasons to actually hand carry medical records in the future.

Your ID card is required for all appointments or any medical care provided at Dunham.

LIVING WILL/ ADVANCE DIRECTIVE

Advance Medical Directives are legal documents that state a patient's decisions regarding his/her health care. Advance medical directives become effective when the patient is unable to make health care decisions. There are two types of advance medical directives: a living will and a durable health care power of attorney. A living will is a legal document prepared by a person when the person is competent that instructs physicians and health care workers to administer, withhold, or withdraw life-sustaining treatment in the event of a terminal, incurable, or irreversible medical condition.

A durable power of attorney for health care (also known as "medical power of attorney") is a legal document in which the patient names an individual to act as his/her

agent with legal authority to make health care decisions when the patient is unable to do so. The patient can designate anyone (a spouse, relative, or good friend) as his/her agent. In addition to “agent,” this named person is frequently referred to as “proxy” or “surrogate decision-maker.”

Where can I obtain information about a living will/advance directive?

- Dunham’s Patient Affairs Representative
- Dunham’s Outpatient Medical Records Section
- Post Judge Advocate’s Office, Building 45

The Judge Advocate General (JAG) will also assist all beneficiaries requesting legal advice. JAG’s hours of operation are 0800—1600 Monday—Friday. Please call 245-4940 for further information.

SMOKING POLICY

Smoking is PROHIBITED in all DoD buildings. This includes hallways, clinics, waiting areas, etc. It is requested that all patients, staff, and visitors abide by this guideline.

In accordance with Army Regulation 600-63, smoking is also prohibited within 50 feet of the clinic entrance. Please extinguish your cigarettes in our designated receptacles before approaching the clinic.

CLINIC CAFE & VENDING MACHINES

CLINIC CAFE HOURS:

0730—1330 Monday—Friday

LOCATION: Atrium

Dunham has a Clinic cafe available for patients and staff. Several items are being offered for breakfast and lunch to include, but not limited to, sandwiches, soups, salads, fruit, and packaged foods. Also, several types of beverages are available. A daily menu is posted adjacent to the cafe. Please consume food and beverages in the atrium before or after your appointment. For health reasons, you will not be allowed to take food and beverage items into the examination rooms.

VENDING MACHINES

Vending machines are located in the Central Corridor off the Atrium.

LETTERKENNY
ARMY DEPOT
(LEAD)
OCCUPATIONAL
HEALTH CLINIC

OUTLYING CLINICS

HOURS:

0615—1600 Monday—Friday

PHONE: (717) 267-8416

LOCATION: Letterkenny Army Depot
1 Overcash Avenue
Building 322
Chambersburg, PA 17201

Their mission is to provide occupational health services for the federal workers located at Letterkenny Army Depot.

Services include medical surveillance, fitness for duty, preemployment, disability, retirement, and termination physicals for Federal employees. They are equipped to do visual acuity tests, electrocardiograms, pulmonary function studies, audiograms, and laboratory studies. They also provide case management and treatment for line of duty injuries. Immunization services are provided for those employees going TDY or PCS overseas.

Providing health promotion and education to the Federal workers is another vital role for their clinic. Questions regarding their services and capabilities can be addressed to their Clinic Manager at 267-8017.

FORT INDIANTOWN
GAP (FIG)
TROOP MEDICAL
CLINIC

HOURS:

0800—1630 Monday—Friday

PHONE: (717) 861-2091/2716

LOCATION: Bldg. 14-114 FIG
Annville, PA 17003-5031

APPOINTMENT NECESSARY? Yes, call 861-2091 or Toll Free 1-877-787-2569. Active Duty Sick Call (Walk in) 0800—0900

Their mission is to support year round annual training exercises of Reserve and National Guard military personnel. Additionally, the mission is to support active duty and active guard reserve soldiers of the installation. Department of the Army civilian employees receive acute care for emergency. National Guard civilian technicians are eligible for emergency care only.

The clinic has on-site routine diagnostic x-ray and electrocardiograph services. Some adult immunization services are available. Limited laboratory and pharmacy services are available for acute care treatment; more extensive services are available through courier services to Dunham Army Health Clinic.

DEFENSE
DISTRIBUTION
CENTER (DDC)
HEALTH CLINIC

HOURS:

0730—1630 Monday—Friday

PHONE: (717) 770-7281/7282

LOCATION: Building 400, G Avenue
Defense Distribution Center
New Cumberland, PA 17070

APPOINTMENT NECESSARY? Yes, call 770-7281/ 7282 or Toll Free 1-877-787-2569. Active Duty Sick Call by appointment only.

The DDC Health Clinic has a dual mission, providing both primary care services for all ages as well as occupational health services to Federal workers located on the DDC located in New Cumberland. Some of the services that are offered include GYN, lab, immunizations, and a limited pharmacy with more extensive services available daily by courier. A Health Benefits Advisor is also available every Wednesday from 0800—1630.

You can obtain additional information on services provided by the DDC Health Clinic by contacting them by telephone.

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Dunham US Army Health Clinic
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